

EDITED KSA LISTING

CLASS: Staff Services Manager III

NOTE: Each position within this classification may perform some or all of these tasks.

#	Knowledge, Skill, Ability
	Knowledge of:
K1	Comprehensive knowledge of the principles, practices and trends of public and business administration, including management of supportive staff services such as budgets, personnel, management analysis, planning, program evaluation or related areas.
K2	Comprehensive knowledge of the principles and practices of employee supervision, development and in order to effectively direct and manage a workforce
K3	Comprehensive knowledge of program management to be able to effectively run a program on a day-to-day basis and plans for the future (vision/mission).
K4	General knowledge of the formal and informal aspects of the legislative process in order to analyze a bill affecting the department and the impact to the Department (i.e., bill analysis, legislative proposal, legislative reports, and budget process).
K5	Comprehensive knowledge of the department's mission, goals and policies to ensure that the progress and completion of work assignments/tasks conform to the overall objectives of the unit/division.
K6	Comprehensive knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship.
K7	Comprehensive knowledge of the supervisor's role in the EEO & ADA programs and the processes available to meet the Department's EEO/ADA objectives as it relates to the supervision and management of Departmental personnel.
K8	Comprehensive knowledge of needed legislative changes to coincide with operational needs.

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#	Knowledge, Skill, Ability
	Skill to:
S1	Skill to develop and evaluate alternatives in order to recommend the most effective course of action.
S2	Skill to thoroughly analyze data and situations accurately in order to determine and implement effective and appropriate courses of action.
S3	Skill to consult and advise administrators or other interested parties to provide information and/or recommendations on issues impacting the department.
S4	Skill to establish and maintain confident and cooperative relationships with departmental employees, the public, and other entities to meet the department's goals and objectives.
S5	Skill to review, edit, and evaluate written documents to ensure quality products/services are provided.
S6	Skill to effectively utilize interdisciplinary teams to accomplish the Department's mission and goals.
S7	Skill to manage the work activities of a complex program to meet operational goals of the unit/division.
S8	Skill to establish and maintain project priorities in order to complete projects and assignments on time and within budget.
S9	Skill to develop and effectively utilize all available resources.
S10	Skill to display leadership, make decisions, be creative, take initiative and be flexible.
S11	Skill to effectively implement the Department's Equal Employment Opportunity objectives in order to create and maintain a fair and equitable work environment.

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	Ability to:
A1	Ability to reason logically and creatively and utilize a variety of analytical, supervisorial, and managerial techniques to resolve complex problems.
A2	Ability to demonstrate sound judgment, appropriate office behavior and good work ethics in order to create a positive work environment.
A3	Ability to be flexible in order to accept changes in the department's mission, work assignments, and/or environment.
A4	Ability to motivate staff in order to perform to their maximum capacity.